

SAN JUAN WATER DISTRICT

Board of Director's Board Meeting Minutes

July 17, 2024 – 6:00 p.m.

BOARD OF DIRECTORS

Manuel Zamorano	President
Ted Costa	Vice President
Ken Miller	Director
Dan Rich	Director
Pam Tobin	Director

SAN JUAN WATER DISTRICT MANAGEMENT AND STAFF

Paul Helliker	General Manager
Tony Barela	Director of Operations
Andrew Pierson	Director of Engineering
Devon Barrett	Customer Service Manager
Adam Larsen	Field Services Manager
Greg Turner	Water Treatment Manager
Greg Zlotnick	Water Resources Manager
Teri Grant	Board Secretary/Administrative Assistant
Elizabeth Ewens	Water Counsel

OTHER ATTENDEES

Attendee	
Iphone	
Stacy Helliker	
Thomas Spencer	
Lindsay Pangborn	Prosio Communications
Craig Locke	Sacramento Suburban Water District
Mike Spencer	SJWD Employee
Mark Hargrove	SJWD Employee
Kristen Castanos	Stoel Rives
Timothy McLarney, PH.D.	True North Research, Inc.

AGENDA ITEMS

- I. Roll Call**
- II. Public Forum and Comments**
- III. Consent Calendar**
- IV. Public Hearing**
- V. New Business**
- VI. Old Business**
- VII. Information Items**
- VIII. Directors' Reports**
- IX. Committee Meetings**
- X. Upcoming Events**
- XI. Closed Session**

XII. Open Session
XIII. Adjourn

President Zamorano called the meeting to order at 6:00 p.m.

I. ROLL CALL

The Board Secretary took a roll call of the Board. The following directors were present in the Boardroom: Ted Costa, Ken Miller, Dan Rich, Pam Tobin and Manuel Zamorano.

II. PUBLIC FORUM

There were no public comments.

III. CONSENT CALENDAR

All items under the Consent Calendar are considered to be routine and are approved by one motion. There was no separate discussion of these items unless a member of the Board, audience, or staff requested a specific item removed. Consent Calendar item documents are available for review in the Board packet.

1. Minutes of the Board of Directors Meeting, June 26, 2024 (W & R)

Recommendation: Approve draft minutes

2. Air Release Valve Replacement Program 2023/2024 (R)

Recommendation: To authorize the Director of Engineering Services to execute a construction contract with TAK Broadband CA, LLC (TAK) for the Air Release Valve Replacement Program 2023/2024 Project

Vice President Costa moved to approve the Consent Calendar. Director Tobin seconded the motion and it carried unanimously.

IV. PUBLIC HEARING

1. Ordinance No. 24-02 Amending Ordinances 9000, 10000, 11000, 13000, 14000, 17000 and 18000 (W & R)

President Zamorano opened the Public Hearing at 6:02 p.m.

The Public Hearing was duly posted and published. There were no formal written or verbal comments received.

GM Helliker reviewed the staff report which was provided in the Board packet.

President Zamorano opened the floor for public comment and there were no public comments made.

President Zamorano closed the Public Hearing at 6:04 p.m.

Vice President Costa moved to waive the second reading of Ordinance No. 24-02 and adopt Ordinance No. 24-02 – An Ordinance of the Board of Directors of the San Juan Water District Amending Ordinances 9000, 10000, 11000, 13000, 14000, 17000 and 18000. Director Tobin seconded the motion and it carried unanimously.

V. NEW BUSINESS

1. Customer Service Satisfaction Survey Results (R)

Mr. Barrett introduced Dr. Timothy McLarney, True North Research, Inc., who conducted the survey and compiled the report. Dr. McLarney conducted a presentation which will be attached to the meeting minutes. Dr. McLarney provided background information about True North Research and the work that they perform.

Dr. McLarney reviewed the Methodology of Study, informed the Board that there were 519 participants instead of the proposed 400, then proceeded to review the results of each question, which included the results from the 2018 survey as well. He informed the Board that the results were very positive for the District. He reviewed the Key Findings which were:

Positive Report Card on the District's Performance

- Familiarity with District is high and increasing
- Favorability is high and growing
- Overall customer satisfaction is high and strengthening
- Customer Service Representatives received high marks
- District appears to be striking the right balance in terms of communicating with customers

Opportunity Areas

- Educate customers on the true cost of water – it changes their opinion about value of service
- Educate customers on the availability of rebate programs for water efficient appliances
- Text messaging for important, time-sensitive notifications

The Board thanked Dr. McLarney for conducting the survey and providing the report results. In addition, the Board thanked the Customer Service Department for their hard work in providing great customer service.

2. 2024 Water Transfer (W)

GM Helliker informed the Board that the purpose of the proposed water transfer to Sacramento Suburban Water District (SSWD) is to optimize the use of the District's surface water, generate some revenue for the District, and establish a foundation for the opportunity to participate in the Voluntary Agreement. He reviewed the written report which was included in the Board packet.

GM Helliker reported that a Negative Declaration was prepared and circulated for comment on June 5, 2024, with the comment period closing on July 5, 2024. He reported that two comment letters were received, one from Citrus Heights Water District and one from Fair Oaks Water District. After review of the comment letters, it was determined that the comments do not present any evidence to contradict the analysis and conclusions in the Initial Study that no significant environmental effects will result from the transfer. In addition, he reviewed the Board actions that staff are recommending.

Vice President Costa inquired of Legal Counsel if the District approved the transfer and, then was sued, could the action be defended. Legal Counsel Ewens informed the Board that this should be discussed in Closed Session, which is on the agenda. In response to Vice President Costa's comment, GM Helliker informed the Board that the wholesale mailer that was recently sent out, noted the cost savings to the wholesale customer agencies as a result of water transfers to SSWD. The data shows that the wholesale rates would have been 16% higher had there been no water deliveries to SSWD.

In response to Director Tobin's question, Legal Counsel Ewens informed the Board that her firm worked on the CEQA documentation for the District. In addition, she directed the Board to the staff report that is responsive to the project falling within two exemptions under CEQA. Director Tobin inquired if this agenda item should be brought back after the Closed Session. Legal Counsel Ewens deferred to the Board's discretion on whether they would prefer to wait to take any action until after the Closed Session. The Board discussed postponing the action until after the Closed Session.

President Zamorano opened the floor for public comment. There were no public comments made.

VI. OLD BUSINESS

1. FY 2023-24 Operations Plan Report Card (W & R)

GM Helliker reviewed the 4th quarter progress on the FY 2023-24 Operations Plan Report Card. He noted a few delays in the plan which are shown in the report card, but most items are complete. Mr. Andrew Pierson reported that the Kokila Reservoir Project will go out to bid in the Fall and EPA Grant funds will be used for that project.

2. FY 2024-25 Operations Plan (W & R)

GM Helliker reviewed the FY 2024-25 Operations Plan, which will be attached to the Board minutes. He explained that the Operations Plan shows some of the larger or more significant items to track for the current year.

3. Conjunctive Use and Groundwater Banking Activities Update (W & R)

GM Helliker reported that the Water Bank Program Committee meeting was held today, and they discussed previously banked water. He explained that they

discussed how to capture the groundwater banking activity that has occurred over the past twenty years and apply it to the water bank. For some of the activities, they all agreed that there was a zero balance in the system for those items; however, for other activities they are still debating on how to account for that water in the water accounting framework.

4. 2024 Hydrology and Operations Update (W & R)

GM Helliker reviewed data which included the current reservoir storage levels across the state, data on releases, temperature and precipitation outlooks, and storage levels and projections at Folsom Reservoir.

VII. INFORMATION ITEMS

1. GENERAL MANAGER'S REPORT

1.1 General Manager's Monthly Report (W & R)

GM Helliker provided the Board with a written report for June which was included in the Board packet.

1.2 Miscellaneous District Issues and Correspondence

GM Helliker reported that the State Water Board adopted the Conservation Regulations on July 3rd. He informed the Board that a fifth comment period was opened up that should not affect the substance of the regulations. He reviewed some data regarding irrigated vs irrigable landscape and the impact to various agencies including San Juan. He explained that with the recently adopted regulations, San Juan will have to meet a 23% reduction in deliveries by 2040 based on irrigated landscape as opposed to 1% if the regulation was based on the irrigable landscape specification in the statute.

GM Helliker reported that the Water Forum agreement update is almost complete after four years. He informed the Board that the conservation element in the agreement is still being discussed. In addition, he reported that Sacramento County sent a letter to the Water Forum last October stating that their contribution was being reduced from approximately \$1 million per year to \$800,000; however, they recently stated that they want to reduce their contribution to zero. GM Helliker reviewed a table that showed the amounts which the agencies would be charged with San Juan paying \$10,000 for the Sacramento County area in addition to the \$15,000 that the District already pays.

2. DIRECTOR OF FINANCE AND HUMAN RESOURCES' REPORT

2.1 Miscellaneous District Issues and Correspondence

No report.

3. DIRECTOR OF OPERATIONS' REPORT

3.1 Miscellaneous District Issues and Correspondence

Mr. Barela reported that mutual aid with PCWA, due to PG&E completing repairs at Spaulding Reservoir, may end at the end of the month. He informed the Board that PCWA expressed their gratitude and thanks to the District for the assistance during this challenging time.

4. DIRECTOR OF ENGINEERING SERVICES' REPORT

4.1 Miscellaneous District Issues and Correspondence

Mr. Pierson reported that he is meeting with Placer County next week to discuss the project at Douglas Blvd. and Auburn Folsom Road, and he has not received a schedule from the contractor with a start date. In addition, he reported that the Notice to Proceed was provided to the contractor and the pre-construction meeting was held. He anticipates that the project will start at the end of the month or early August.

5. LEGAL COUNSEL'S REPORT

5.1 Legal Matters

No report.

VIII. DIRECTORS' REPORTS

1. SACRAMENTO GROUNDWATER AUTHORITY (SGA)

Vice President Costa reported that the next meeting is scheduled for August 13th.

2. REGIONAL WATER AUTHORITY (RWA)

Director Rich reported that RWA received a \$2 million grant for the water shed.

3. ASSOCIATION OF CALIFORNIA WATER AGENCIES (ACWA)

3.1 ACWA - Pam Tobin

Director Tobin reviewed some of the ACWA Priority Updates which included the Making Conservation a California Way of Life regulation; SB 108 under the Budget Act of 2024 for Agreements to Support Healthy Rivers and Landscapes (formerly known as the Voluntary Agreements); the Climate Resilience Bond; the Proposition 218 Legislation; Discontinuation of Residential Water Service for Nonpayment; Advanced Clean Fleets Regulation; EPA Water System Restructuring Assessment Rule; and Quench California. In addition, she reviewed the upcoming ACWA events.

Director Tobin reported that she attended the Region 2 event. The event covered the Camp fire that occurred in Paradise in 2018 and the impact to the region that still exists today. The Board discussed the event briefly.

3.2 Joint Powers Insurance Authority (JPIA) - Pam Tobin

Director Tobin reported that Kevin Phillips at JPIA is leaving ACWA-JPIA.

4. CVP WATER USERS ASSOCIATION

Vice President Costa reported that the CVP Water Users Association meets September 4, 2024.

5. OTHER REPORTS, CORRESPONDENCE, COMMENTS, IDEAS AND SUGGESTIONS

There were no other matters discussed.

IX. COMMITTEE MEETINGS

1. Finance Committee – July 9, 2024

The committee meeting minutes were included in the Board packet.

X. UPCOMING EVENTS

1. 2024 ACWA Fall Conference

December 3-5, 2024
Palm Desert, CA

At 7:34 p.m., President Zamorano announced that the Board was adjourning to Closed Session. Board Secretary Grant informed the public that they can request the Open Session report via email; however, Legal Counsel Ewens instructed the public to provide their phone number via the GoToMeeting Chat and they will be contacted when the Board returns to Open Session.

XI. CLOSED SESSION

1. CONFERENCE WITH LEGAL COUNSEL – ANTICIPATED LITIGATION

Significant exposure to litigation pursuant to California Government Code Section 54956.9(d)(2) (one case)

XII. OPEN SESSION

There was no reportable action. Legal Counsel Ewens informed the Board that public comment was already requested during Agenda Item V-2 and is not required to be conducted at this time.

Director Tobin moved to approve the Initial Study/Negative Declaration [CEQA]. Director Rich seconded the motion and it carried unanimously.

Director Rich moved to make a formal finding concurring with staff's analysis, that the proposed transfer water would be surplus to the needs of the Wholesale Customer Agencies in accordance with their Wholesale Water Supply Agreements. Vice President Costa seconded the motion and it carried unanimously.

Vice President Costa moved to authorize the General Manager to sign the Proposed Agreement Between San Juan Water District and Sacramento Suburban Water District to Provide Surface Water Supplies to Enhance Groundwater Stabilization. Director Tobin seconded the motion and it carried unanimously.

XIII. ADJOURN

The meeting was adjourned at 8:01 p.m.

MANUEL ZAMORANO, President
Board of Directors
San Juan Water District

ATTEST: _____
TERI GRANT, Board Secretary

CUSTOMER OPINION SURVEY

CONDUCTED FOR THE
SAN JUAN WATER DISTRICT

PRESENTED BY
TIMOTHY McLARNEY PH.D.

8/7/2024

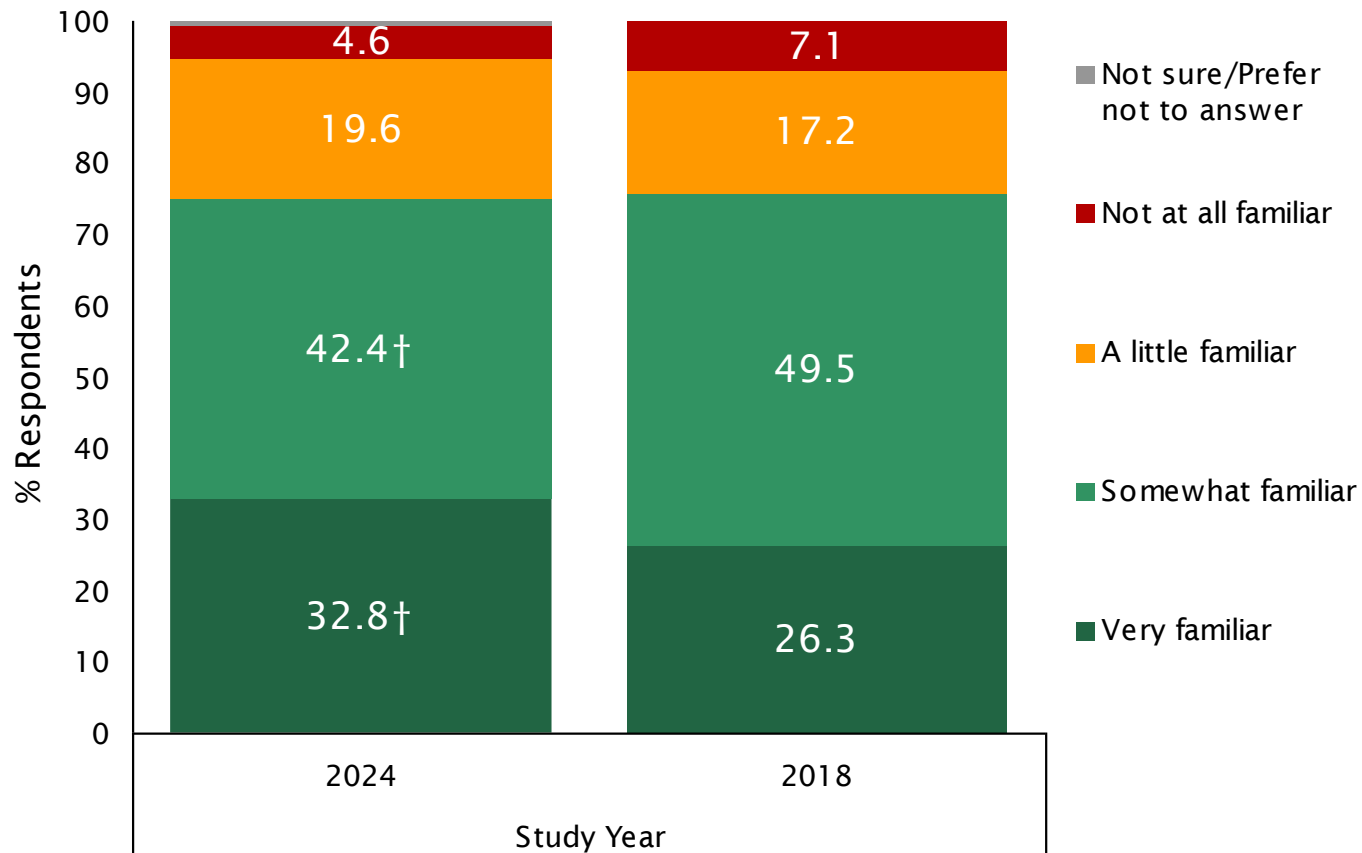




METHODOLOGY OF STUDY

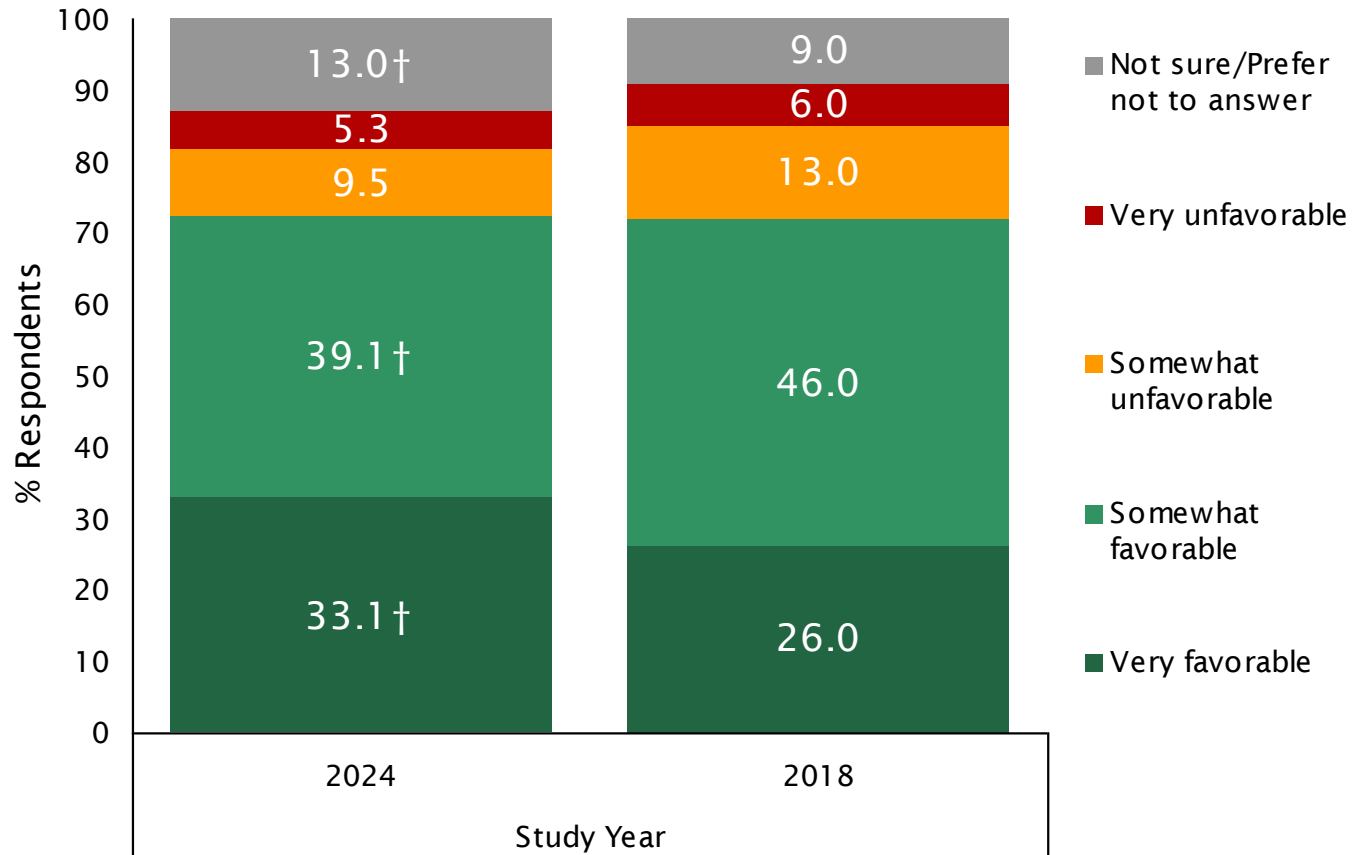
- **How did we select customers to survey?**
 - Stratified Random Sampling by geographic subareas & average bill
 - Ensured balanced, representative sample
- **How did we recruit participation?**
 - Personalized email, text and telephone calls
 - PINs to restrict access and ensure one complete per respondent
- **How were customers able to share their opinions?**
 - Secure, PIN-protected website
 - Telephone (land line or mobile)
 - English & Spanish
- **What was the final sample size?**
 - 519 completed interviews
 - Overall margin of error of $\pm 4.2\%$ @ 95% level of confidence

FAMILIAR WITH SAN JUAN WATER DISTRICT BY STUDY YEAR



† Statistically significant change ($p < 0.05$) between the 2018 and 2024 studies.

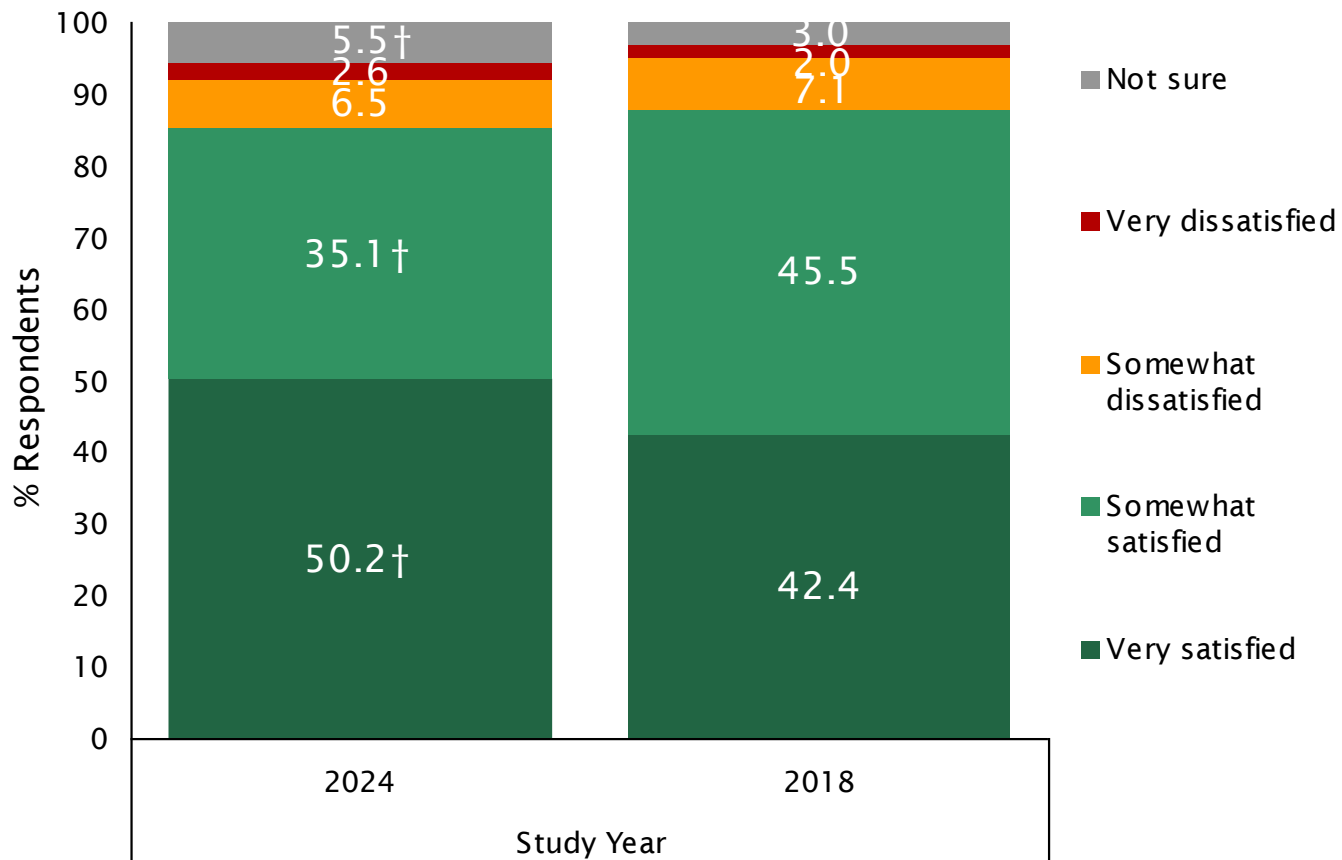
OPINION OF SAN JUAN WATER DISTRICT BY STUDY YEAR



† Statistically significant change ($p < 0.05$) between the 2018 and 2024 studies.

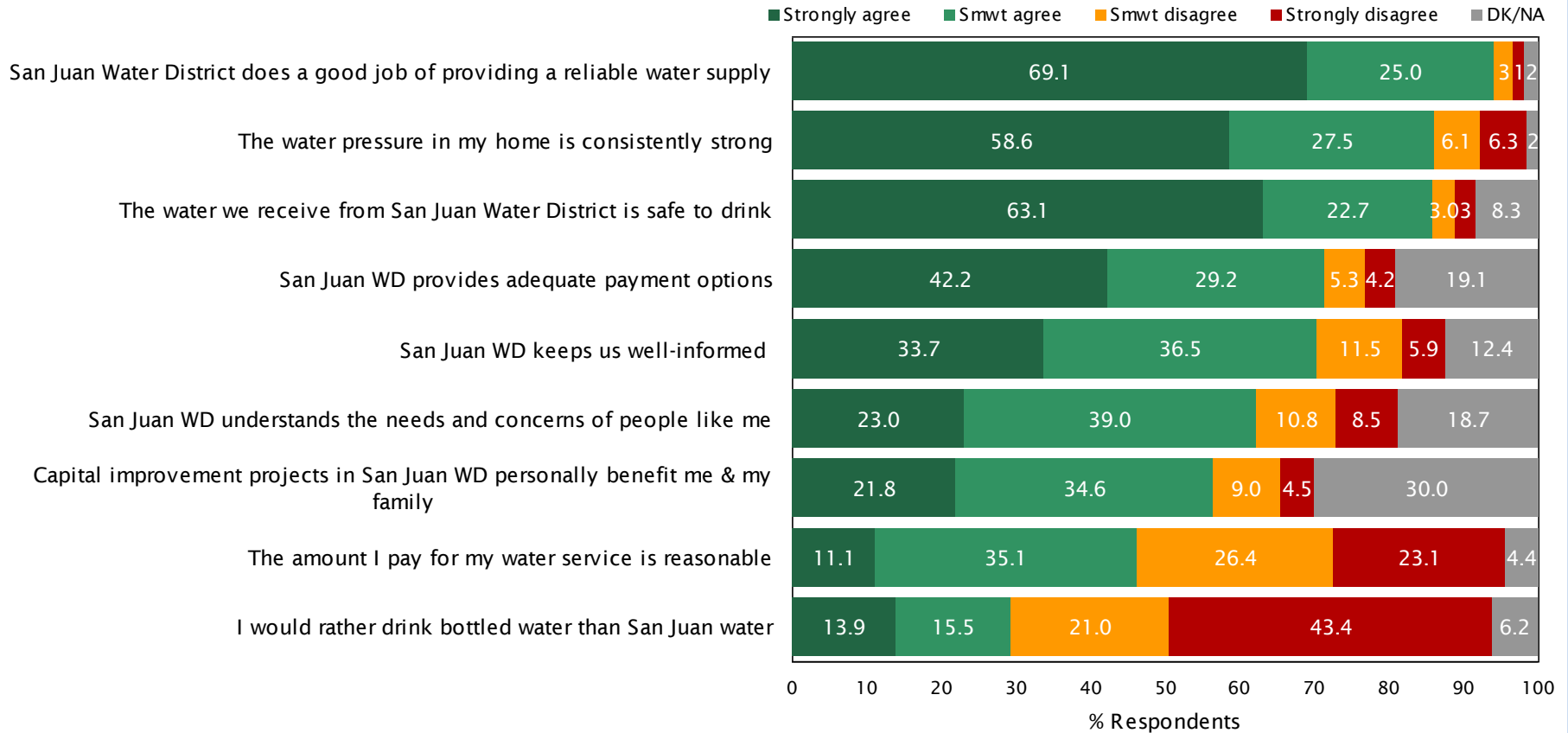
OVERALL SATISFACTION

BY STUDY YEAR

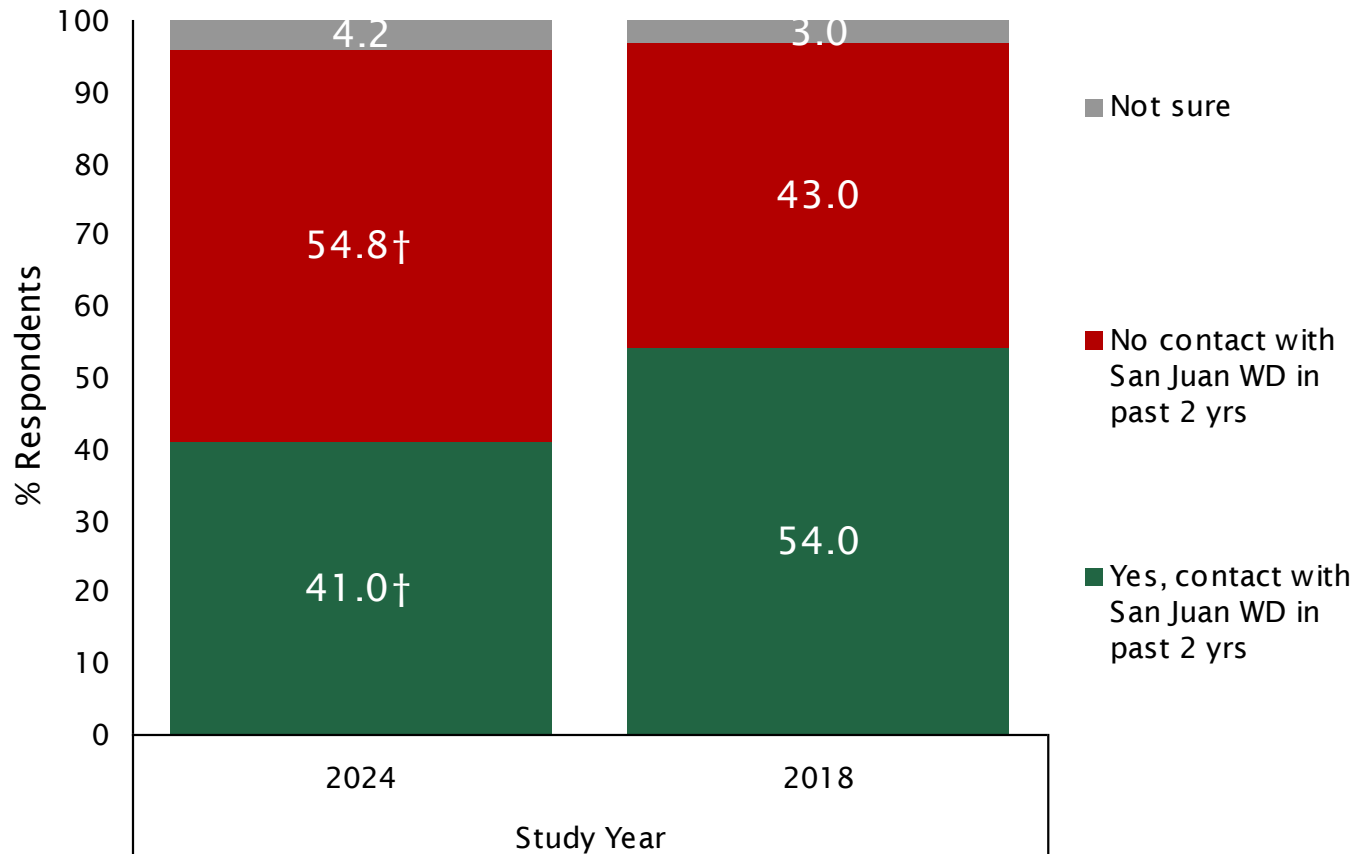


† Statistically significant change ($p < 0.05$) between the 2018 and 2024 studies.

AGREEMENT WITH STATEMENTS



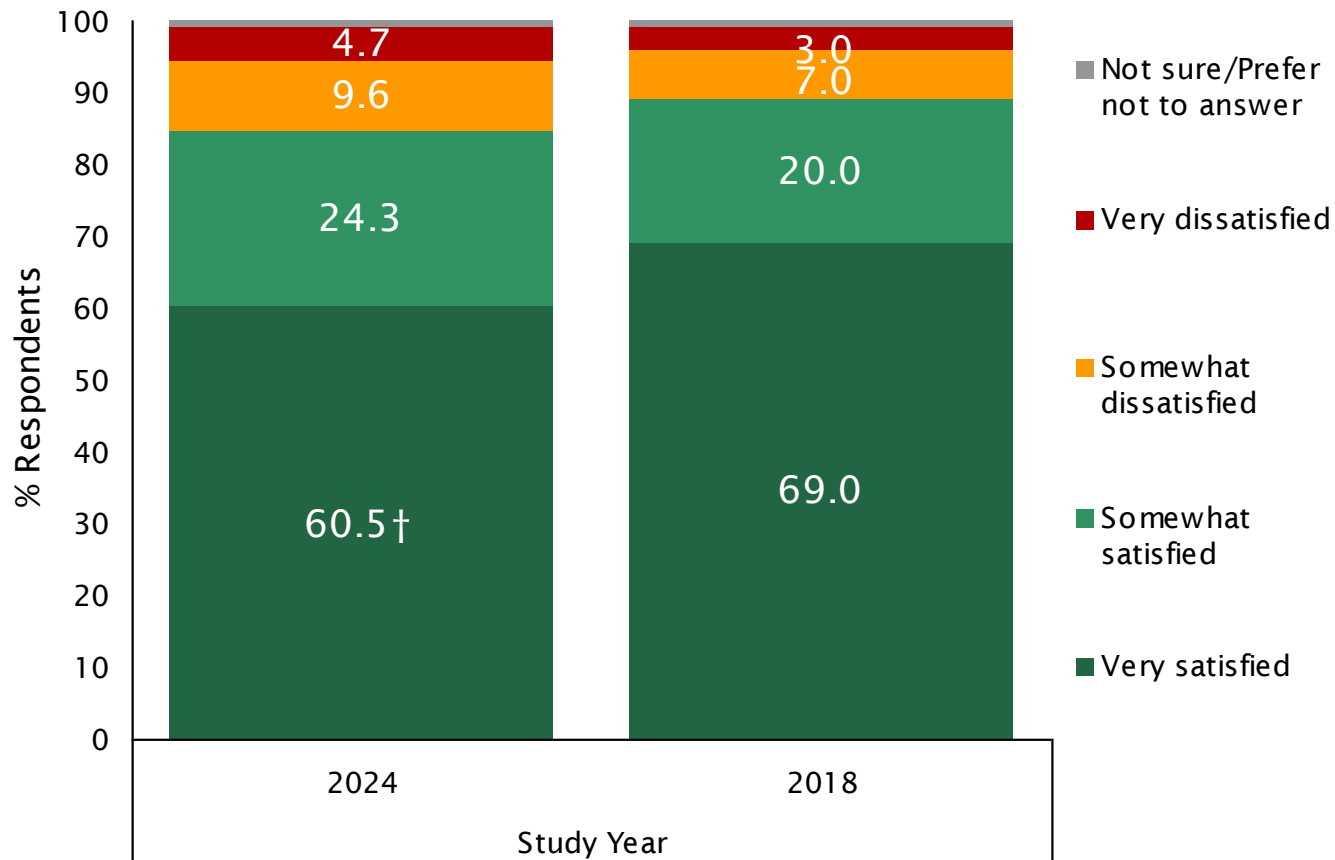
CONTACT SAN JUAN WATER DISTRICT BY STUDY YEAR



† Statistically significant change ($p < 0.05$) between the 2018 and 2024 studies.

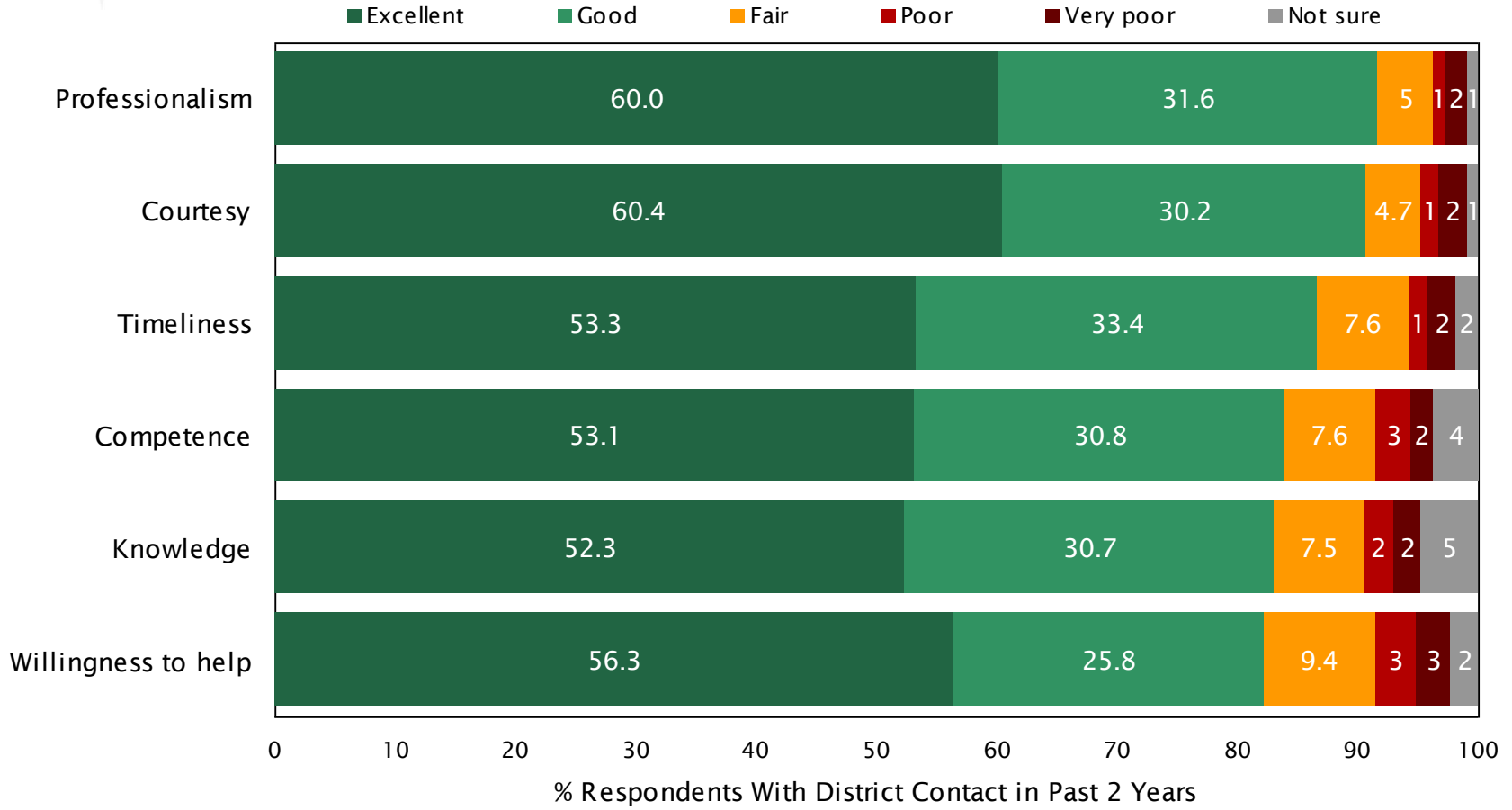
SATISFACTION WITH CUSTOMER SERVICE

BY STUDY YEAR



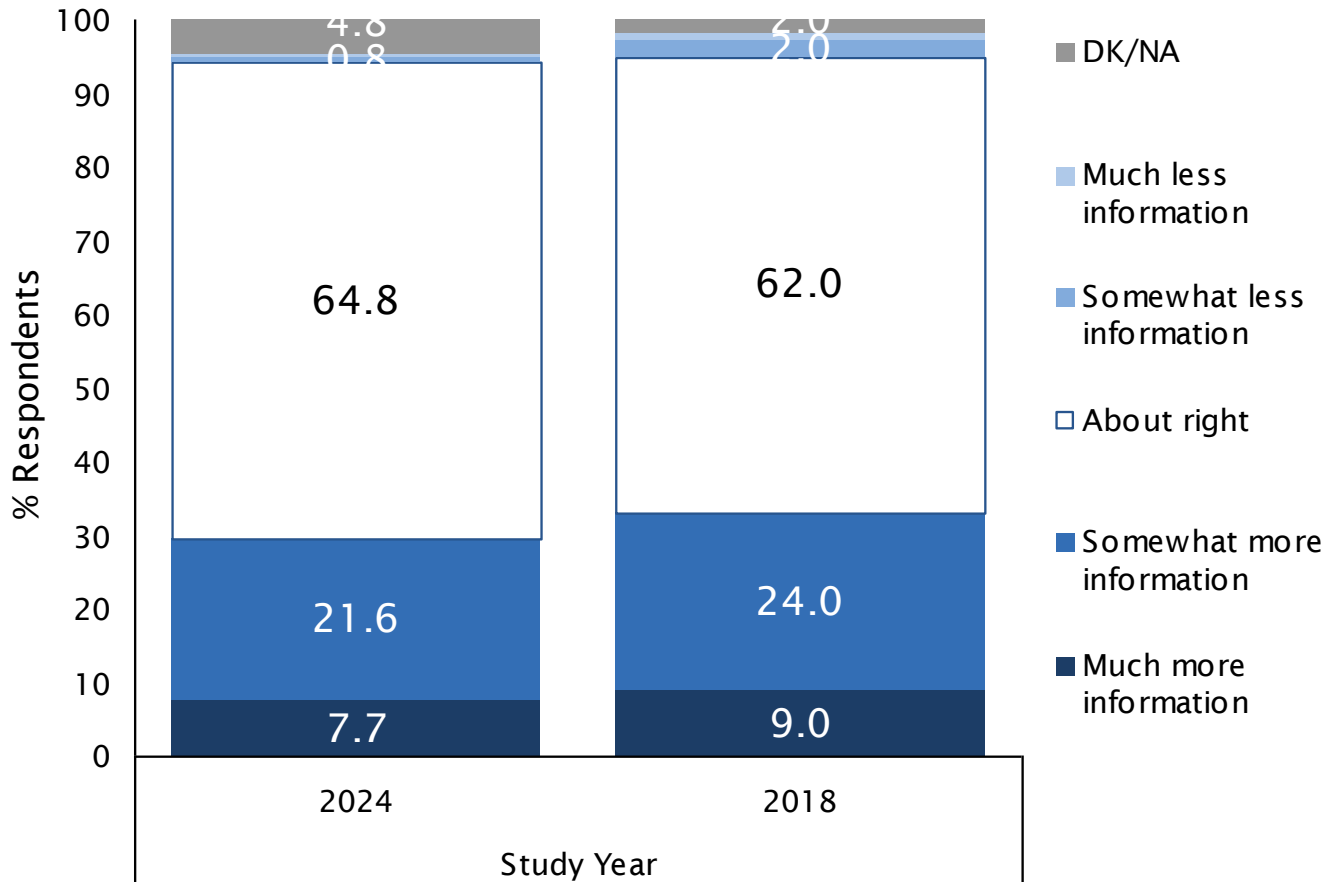
† Statistically significant change ($p < 0.05$) between the 2018 and 2024 studies.

RATING CUSTOMER SERVICE REPS

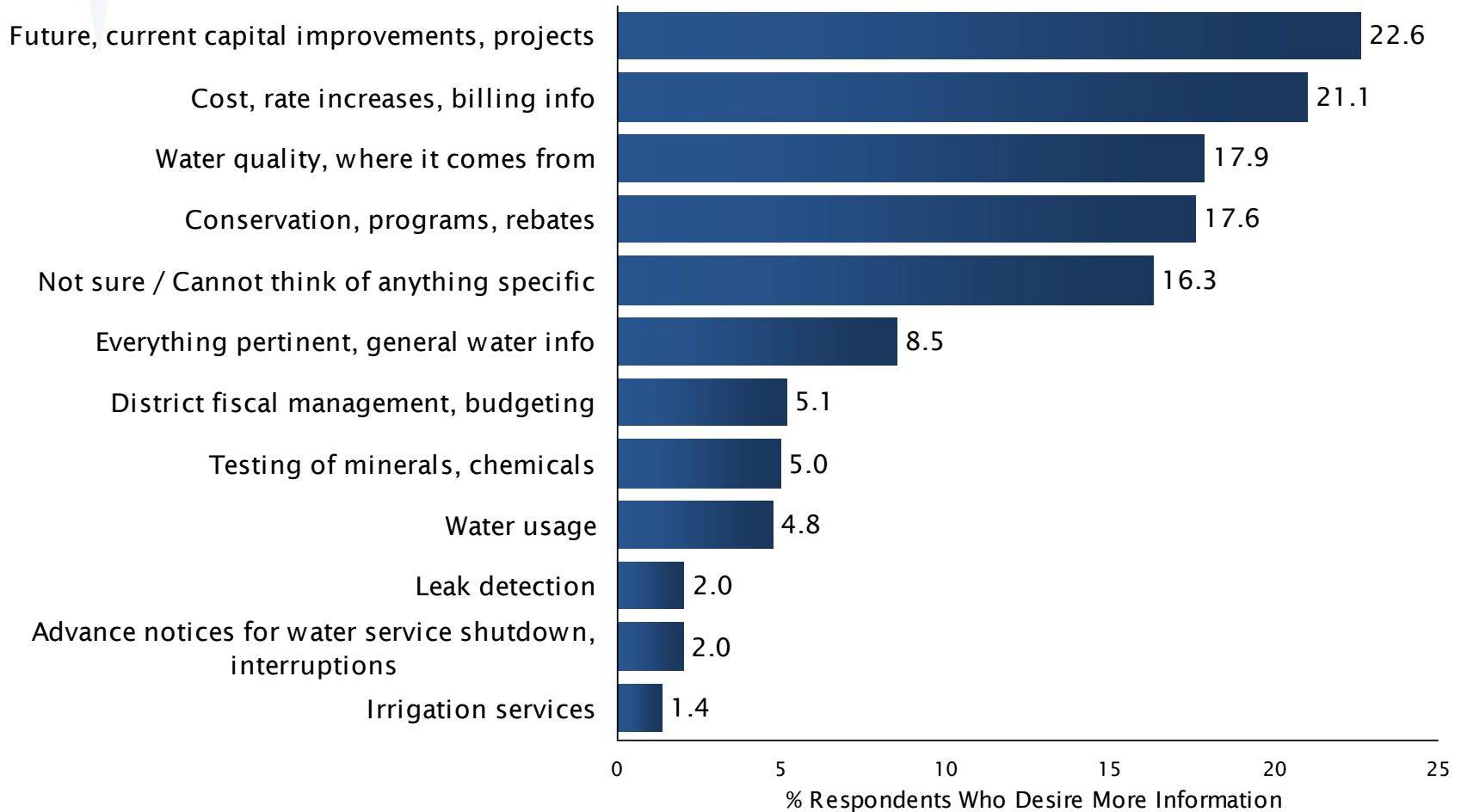


AMOUNT OF WATER DISTRICT INFO

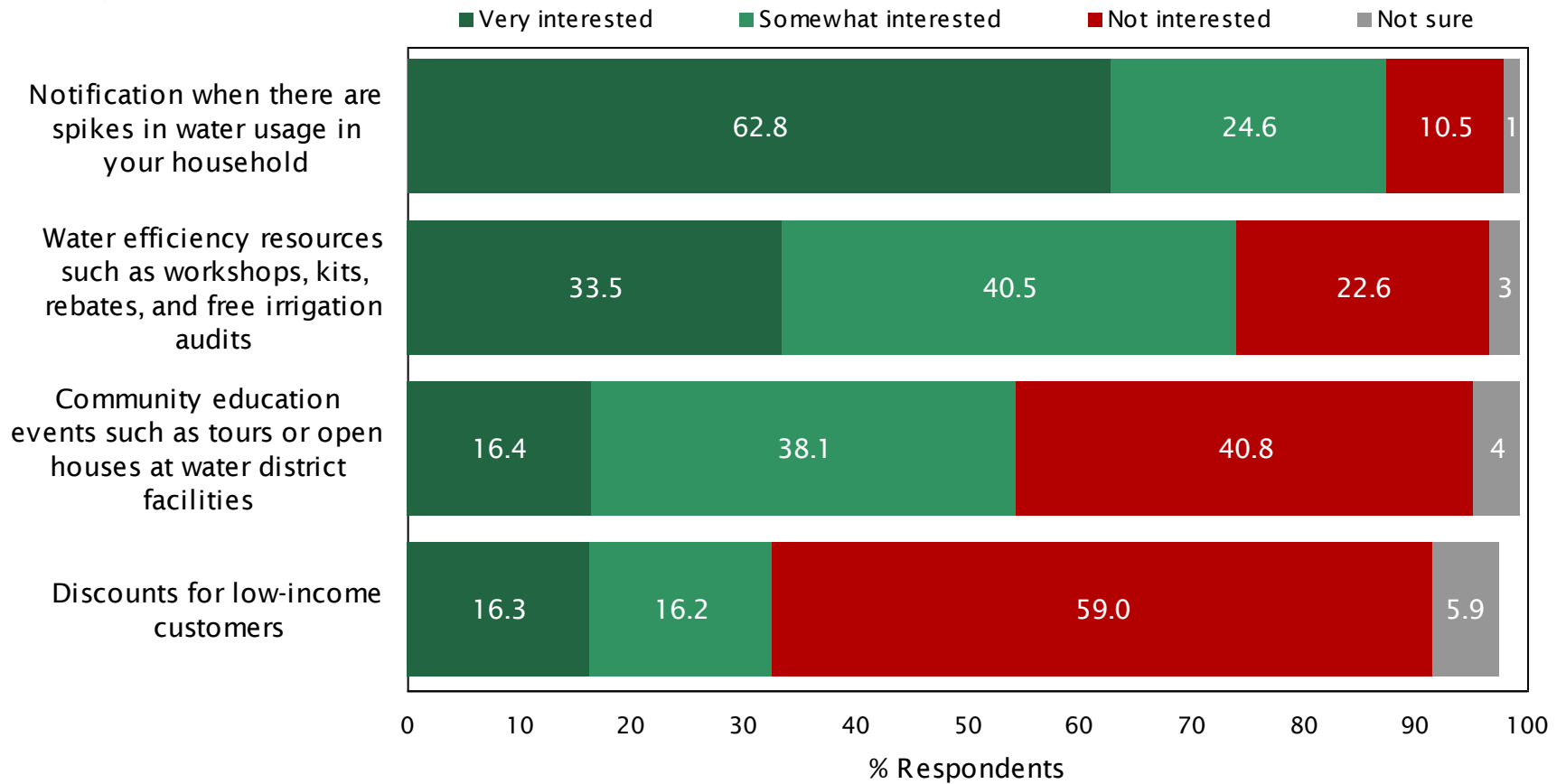
BY STUDY YEAR



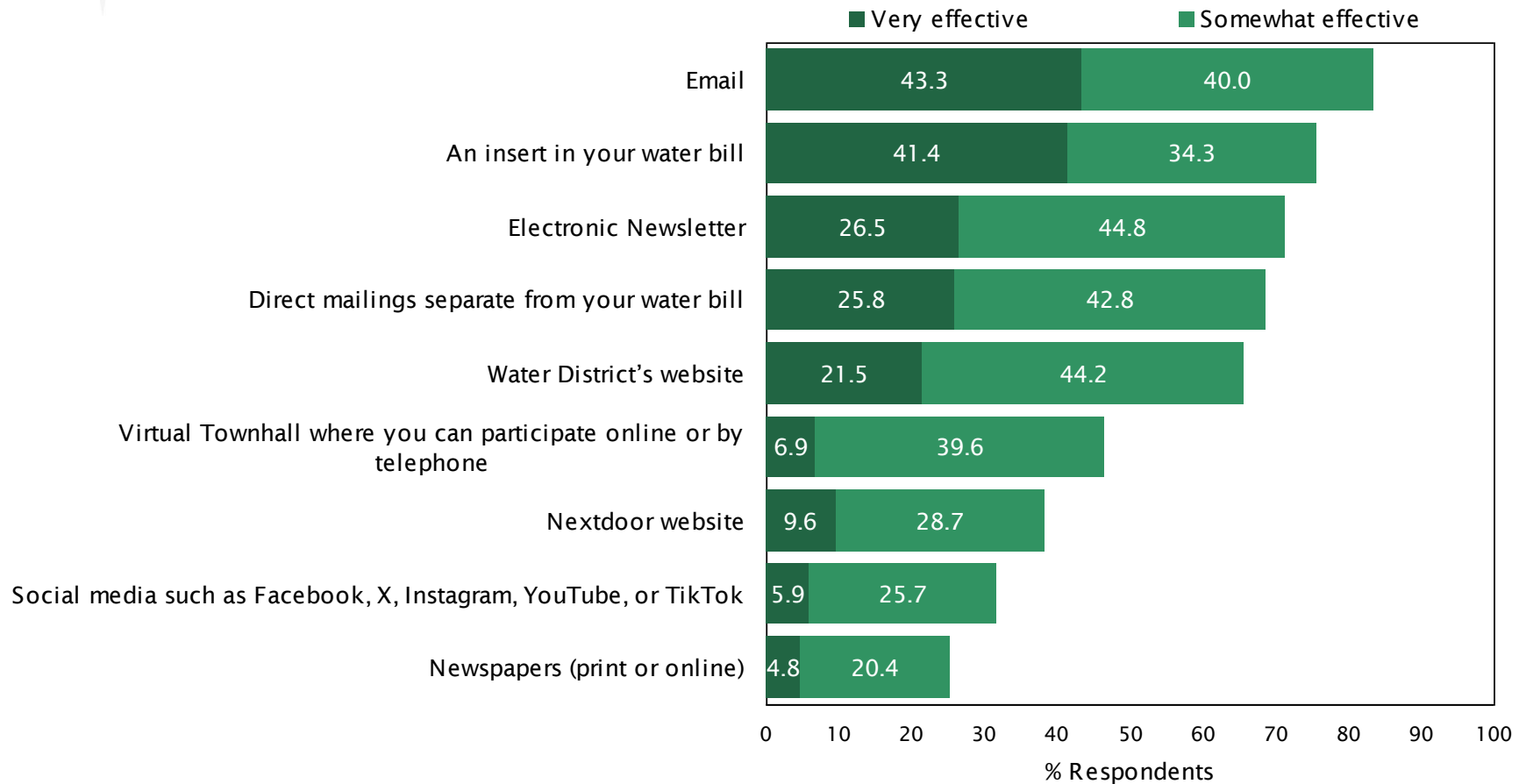
TYPE OF INFORMATION DESIRED



INTEREST IN TYPES OF INFORMATION



EFFECTIVENESS OF COMMUNICATION METHODS





KEY FINDINGS

Positive Report Card on the District's Performance

- Familiarity with District is high and increasing
- Favorability is high and growing
- Overall customer satisfaction is high and strengthening
- Customer Service Representatives received high marks
- District appears to be striking the right balance in terms of communicating with customers

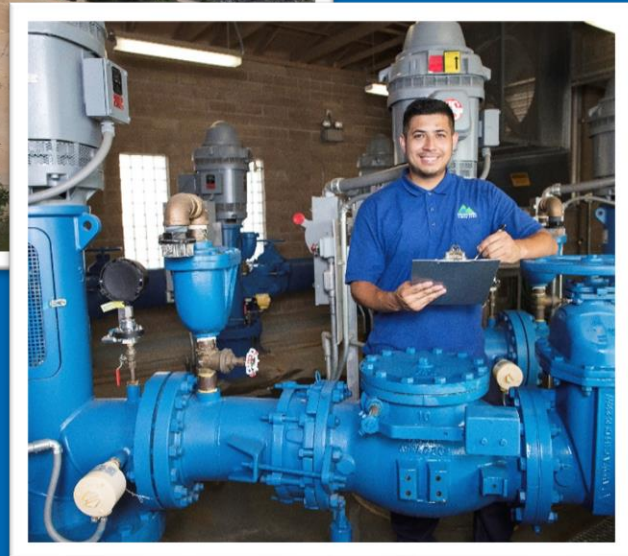
Opportunity areas

- Educate customers on the true cost of water – it changes their opinion about value of service
- Educate customers on the availability of rebate programs for water efficient appliances
- Text messaging for important, time-sensitive notifications

SAN JUAN WATER DISTRICT

Granite Bay, California

OPERATIONS PLAN FY 2024-25



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FOREWORD

This document composes the Operations Plan for the San Juan Water District for Fiscal Year 2024-25. It defines the major actions that we plan to undertake during this coming fiscal year, to achieve the goals and strategic objectives laid out in the District's Strategic Plan. The Strategic Plan encompasses our mission, vision and values, and outlines the goals and objectives that we will pursue to meet our mission and achieve our vision. The Strategic Plan incorporates the principles of fiscal responsibility, customer service and operational excellence.

This Operations Plan is organized in sections that correspond to the District's different functional groups. The actions are not in priority order, but the Goals and Strategic Objectives in the Strategic Plan that are related to these actions are noted. A target date for accomplishing the action is also listed, and District staff will be reporting regularly on the status of completing each action.

ADMINISTRATION/WATER RESOURCES/IT

Task	Strategic Plan Goal	Strategic Plan Objective	Target Date
Water Quality Control Plan – represent District interests and collaborate with regional and statewide partners to ensure the WQCP is reasonable and achievable	A F	5 1	Ongoing
Delta conveyance – engage as necessary to protect District interests as new project develops, permits sought	A	5	Ongoing
Represent the District's interests in the implementation of groundwater banking and in the expansion of the regional groundwater bank	A F	1, 2, 4 1	Ongoing
Monitor and respond to regulatory proposals from the SWRCB and DWR in the "Making Conservation a Way of Life" program (water loss regulations, indoor and outdoor efficiency standards, reporting, etc.); collaborate with ACWA, RWA and others around the state to ensure regulations are reasonable	A C D F	1,5 2 5 1	Ongoing
Collaborate with San Juan Board of Directors and employees, and SSWD Board and management in conducting discussions about and analysis of potential combination	A-F	All	Ongoing
If conditions warrant and allow, complete actions necessary to implement a groundwater substitution and/or conserved water transfer	A F	5 1	6/2025
Prepare annual water rights reports to SWRCB and submit estimated schedule of deliveries of PCWA and CVP supplies to Reclamation	A	All	Post-14 > 2/2025 Pre-14 > 2/2025 Reclamation > 3/2025
Provide Monthly summary reports to Reclamation showing usage of water rights, PCWA, and CVP supplies, as well as treatment of SSWD's PCWA deliveries	A	All	The 10 th of the following month
3 rd Annual SJWD Employee Kids Day	E	3	6/2025
Complete Board Ordinance Updates	C	1	6/2024
Update Records Retention Schedule	C	1	9/2024

CUSTOMER SERVICE

Task	Strategic Plan Goal	Strategic Plan Objective	Target Date
Cross train customer service staff to be proficient in customer service related functions to build redundancy to accommodate vacations, illnesses and staff turnover	C	3	6/2025
Work with Field Service and Water Efficiency staff to diagnose customer meter problems and repair promptly	C	2,3	6/2025
Work with Field Service staff to update utility billing databases for the meter replacement rollout to ensure accurate customer billing	C	3	6/2025
Successful transition to Tax roll liens as the primary means of collecting delinquencies	D	6	8/2024

DISTRIBUTION (Field Services)

Task	Strategic Plan Goal	Strategic Plan Objective	Target Date
Complete the 2025 CO-OP Maintenance Program: <ul style="list-style-type: none"> Inspect and maintain all of the appurtenances on the Cooperative Transmission Mainlines Exercise all mainline valves on the Cooperative Transmission Mainlines 	B	2	6/2025
Complete the 2024 Cross Connection Control Program: <ul style="list-style-type: none"> Test 100% of the District Backflows Re-Test 100% of the failed backflows Repair or replace all failed backflows 	B	2	12/2024
Complete the 2025 Leak Detection Program: <ul style="list-style-type: none"> Complete a Leak Detection Survey of the entire distribution system Prioritize finding and develop a repair plan 	B	2	6/2025
Complete the 2024 Air/Vacuum Relief Valve Program: <ul style="list-style-type: none"> Inspect and maintain 160 ARVs 	B	2	12/2024
Complete the 2025 Dead End Flushing Program: <ul style="list-style-type: none"> Inspect, maintain, and flush all of the Districts 501 dead end sites Prioritize blow-off deficiencies and develop a repair plan 	B	2	6/2025

DISTRIBUTION (Field Services) (con't)

Task	Strategic Plan Goal	Strategic Plan Objective	Target Date
Complete the 2025 Valve Exercise Program: <ul style="list-style-type: none"> • Inspect, maintain, and exercise 1,000 mainline valves • Prioritize deficiencies and develop a repair plan 	B	2	6/2025
Complete the 2025 Hydrant Maintenance Program: <ul style="list-style-type: none"> • Inspect, maintain, and exercise 300 fire hydrants • Prioritize deficiencies and develop a repair plan 	B	2	6/2025
Complete the 2025 District Meter Replacement and Testing Program: <ul style="list-style-type: none"> • Test and replace or repair as needed all large meters (3" and above) • Test and replace or repair as needed 27 intermediate meters (1.5" to 2.5") • Upgrade 515 residential meters (1" and below) • Test 371 residential meters (1" and below) • Install 2,100 Radio Read End Points 	B	2	6/2025
Kokila Reservoir Replacement Project: <ul style="list-style-type: none"> • Provide technical support for system operations during the new tank construction 	B	1, 3	6/2025

ENGINEERING SERVICES

Task	Strategic Plan Goal	Strategic Plan Objective	Target Date
Bid and start construction of the Kokila Reservoir Replacement Project	B	3	10/2024
Complete design and construction and/or rehabilitation of one of the Backwash Hoods (construction of the second Backwash Hood to be completed in FY25/26)	B	3	6/2025
Complete construction of the Administration Building Electrical Service Upgrade Project	B	3	6/2025
Complete design and construction of the Service Lines and Air Release Valves Replacement Programs	B	3	6/2025
Complete construction of the Lime Tower Improvements Project	B	3	1/2025
Complete design of FY24/25 Pipeline Replacement Projects (construction in FY27/28): <ul style="list-style-type: none"> • Lakeland Dr (approx. 650-lf) • Hidden Lakes Dr (approx. 950-lf) • Fuller Dr (approx. 575-lf) 	B	3	6/2025

FINANCE and HUMAN RESOURCES

Task	Strategic Plan Goal	Strategic Plan Objective	Target Date
Complete funding agreement for State Revolving Loan Funds for Kokila Reservoir Project	D	4	12/2024
Apply for a grant from Environmental Protection Agency for a portion of the Kokila Reservoir Replacement Project	A	7	9/2024
Secure funding for the Retail Groundwater Supply project	A	2	6/2025
Complete Retail Financial Plan and Rate Study	D	1	6/2025
Conduct User Fee Study and make fee recommendations to Board	D	5	6/2025
Update Personnel Manual	E	3	8/2024
Fill any open positions within six months	E	5	6/2025
Complete annual performance evaluations by the end of February	E	6	2/2025
Complete revisions to Treatment Plant Shift Operators MOU	E	6	8/2024
Provide Retirement Planning workshop for employees utilizing VALIC	E	2	12/2024

WATER EFFICIENCY

Task	Strategic Plan Goal	Strategic Plan Objective	Target Date
Provide 6 educational customer workshops (wholesale)	C	2,7	6/2025
Implement rebate incentive programs and provide on-site assistance to 100 customers to support State mandated water use reductions requirements	C	1,2,5	6/2025
Conduct a student art calendar contest to be distributed to all wholesale agencies	C	2,7	5/2025
Test and replace inoperable meter reading equipment upon failure and send failed meter information to Field Services for replacement.	C	3,5	6/2025

WATER TREATMENT

Task	Strategic Plan Goal	Strategic Plan Objective	Target Date
Rebuild and Retrofit Filter Underdrain Pumping System	B	2	3/2025
Replace WTP Entry Carpeting	B	2	4/2025
Rehabilitate Sludge Vac Valving	B	2	4/2025
Perform Pipelines Cathodic Protection Survey	B	2	6/2025
Perform Water Treatment Plant Exterior Lighting Conversion to LED's	B	2	6/2025
Rehabilitate 1 of 3 Spent Backwash Pumps	B	3	6/2025
Continue Ongoing Primary Coagulant Evaluation	B	2	6/2025
Actively Engage and Participate in American River Watershed Technical Committee	F	2	6/2025
Engage, Participate and Complete Robust Safety and Operations Training Programs	E	1	6/2025



9935 Auburn Folsom Road | Granite Bay, CA 95746

916-791-0115

www.sjwd.org